

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
OLYMPIA, WA**

To: All Prescribers
Regional Administrators
CSO Administrators

Memorandum No: 03-02 MAA
Issued: January 15, 2003

From: Douglas Porter, Assistant Secretary
Medical Assistance Administration

For more information, call:
1-800-562-6188

Subject: Prescription Service by Mail Available to Medical Assistance Fee-For-Service Clients

<p>Effective February 1, 2003, Medco Health Solutions Inc., a national prescription benefits manager, has contracted with the Medical Assistance Administration (MAA) to distribute prescription drugs by mail. There is no charge to providers or clients for this service.</p>

Medco Health operates a dozen licensed pharmacies in the U.S. In Washington State, the Medco Health pharmacy is located in Spokane.

MAA is instructing clients to check with their primary care physician first if they are interested in the home delivery option. For your information, a copy of the announcement that MAA is sending to clients is attached.

How to Submit Prescriptions

Prescribers can fax, or telephone prescriptions to Medco Health. Use the Prescription Fax Form when faxing a prescription to Medco Health (copy attached). Put the client's Patient Identification Code (PIC) in Step 1 under Prescription Drug Card Member #. The client's PIC is located in the upper left corner of the client's Medical ID card.

Clients can mail their prescriptions directly to Medco Health. For new prescriptions, two forms must be completed initially (see attached) and mailed to Medco Health. The first form includes identification and eligibility information. The second provides brief health history information for the Home Delivery pharmacists.

Delivery Options

Most medications dispensed by Medco Health are delivered by mail. Delivery usually takes from 7 to 10 days. For security reasons, certain medication(s) may need to be shipped by parcel service or certified mail. Medco Health will not provide "expedited shipping" options for Medical Assistance clients. This option is used by some health care plans, but requires customers to pay the additional charges. Medical Assistance does not allow its clients to be assessed this kind of fee.

Expanded Days Supply

If the client is using the mail-order service, the following drugs may be dispensed for up to a 90-day supply:

- Preferred drugs listed in the Therapeutic Consultation Service program;
- Generic drugs (unless schedule II – V); and
- Drugs that do not require prior or expedited prior authorization.

Prescribers must indicate a 90-day supply on the submitted prescription.

Refills

Prescribers can authorize refills for up to one year; clients receive a reorder slip along with their medication. The slip must be mailed back to Medco Health, with refills usually taking about eight days. Medco Health recommends that its customers mail in their reorder slip when approximately two weeks of the existing prescription remain.

Customer Support

Toll-free support for prescribers.....	1-888-327-9791
Medco Health, 24-hours a day, 7 days a week (except Thanksgiving and Christmas) toll-free support for clients.....	1-800-903-8639
Internet information for providers	www.medcohealth.com
MAA Customer Service Center, Olympia, 7 a.m.- 6 p.m., M-F.....	1-800-562-3022
MAA Web site - explains this program, answers frequently asked questions, and has downloadable forms	http://maa.dshs.wa.gov/rxbymail

Feedback

Prescription-by-mail service represents a first for Washington state's Medical Assistance program. Feedback about the home delivery option will help MAA, providers, and clients answer questions about how this kind of service can operate effectively, supplement current choices, and expand access to service in a positive way. For that reason, MAA appreciates feedback from providers who wish to share their experiences and offer ideas for improvement or expansion of service. Please direct feedback to the appropriate Customer Service number listed above.

Thank you for providing health care to low-income people in Washington State.